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RESPONSE UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
EXAMINING GROUP 7100

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Christopher J. Allen

Serial No.: 10/619,917

Filing Date: July 15, 2003

Title: SYNCHRONIZATION OF AGENT  
SKILL DATA

Docket No: 60021-378501

Group Art Unit: 7149

Examiner: B.S. Stace

Certificate of Mailing/Transmittal

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being facsimile transmitted to the USPTO (Fax. No. 571.273.8300) or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

Debra J. Bruck  
Debra Bruck

1-2-07  
Date

AMENDMENT AND RESPONSE TO OFFICE ACTION

Dear Sir:

In response to the Office Action mailed November 3, 2006, Applicant submits the following amendments and remarks.

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 4 of this paper.

Remarks/Arguments begin on page 13 of this paper.